

COMMISSIONER KENNEDY PROPOSED AMENDMENT NO. 1

TIME/DATE PREPARED: March 23, 2021

COMPANY: ACC – All Utilities Rules

AGENDA ITEM NO. 22

DOCKET NO(S). RU-00000A-19-0132

OPEN MEETING DATE: March 23, 2021

Purpose: Decision 77849 requires specific reporting requirements regarding residential electric customers and arrearages. This amendment makes permanent the reporting requirements already required by utilities regarding residential customers. It expands the requirements to commercial customers of electric utilities and residential and commercial customers of gas utilities.

The amendment decreases the amount of arrearages to be reported in section (ix) and (xi) from the current \$300 level to \$100.

Finally, the amendment adds reporting requirements regarding limited-income rates, crisis bill assistance, and LIHEAP, energy efficiency, and weatherization programs.

Under R14-2-201

Page 3, INSERT new definition:

“22. Limited income” means:

- a. A residential Customer with annual household income at or below 250 percent of the Federal Poverty Level; or
- b. A residential Customer with annual household income at or below a percentage of the Federal Poverty Level higher than 250 percent, as established by an Electric Utility in a Commission-approved Tariff.

Page 3, INSERT new definition:

“23. Low Income Home Energy Assistance Program (LIHEAP)” means: Low-Income Home Energy Assistance Program. LIHEAP is a federally funded program that provides low-income residential customers energy bill assistance.

**** Make all conforming changes**

THIS AMENDMENT:		
<input type="checkbox"/> Passed	<input type="checkbox"/> Passed as amended by _____	
<input type="checkbox"/> Failed	<input type="checkbox"/> Not Offered	<input type="checkbox"/> Withdrawn
ACC - Docket Control - Received 3/23/2021 8:29 AM ACC - Docket Control - Docketed 3/23/2021 8:40 AM		

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Under R14-2-211

Page 10, INSERT new subsection B:

“Termination of Service Reporting Requirements”

Each regulated Class A, B, and C electric utility shall file, as a Compliance item in this docket, a quarterly report, which shall provide the following information for each month of the previous quarter:

- (i) The number of residential customers that were disconnected by zip code or, if a termination of service moratorium is in place, the number of residential accounts that would have been subject to disconnection if not for the moratorium;
- (ii) The number of residential customers by zip code that have arrearages;
- (iii) The total dollar amount of arrearages, by zip code;
- (iv) The average amount in arrearages per residential customer, by residential customer class;
- (v) The number of commercial customers that were disconnected by zip code;
- (vi) The number of commercial customers by zip code that have arrearages;
- (vii) The average amount in arrearages per commercial customer, by commercial class;
- (viii) The number of residential accounts enrolled in a Deferred Payment Arrangement and the number of those residential accounts in compliance with the DPA;
- (ix) The number of active and delinquent residential accounts with an arrearage of \$100 or more, disaggregated into “limited-income” accounts, “accounts with documentation from a licensed medical doctor” and “other residential accounts;”
- (x) The percentage of limited-income customers in arrears who have received customer assistance due to inability to pay in the most recent quarter;
- (xi) The number of active, delinquent residential accounts with an arrearage of \$100 or more, disaggregated into “limited-income” accounts, “accounts with

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- documentation from a licensed medical doctor,” and “other residential accounts,” and further disaggregated to show the duration of the arrearages (up to 30 days, 30 to 60 days, and 60 to 90 days);
- (xii) A brief narrative discussing the information contained in the report; and
 - (xiii) A description as to how the utility is assisting customers who indicate they may have an inability to pay. Include details regarding the specific steps taken to direct the customers to appropriate resources. Include the following metrics:
 - a. Number of calls received from residential customers asking for bill assistance during the most recent quarter;
 - b. Number of customers notified about tariffs for limited-income customers, or other available tariffs during the most recent quarter;
 - c. Cumulative number of customers enrolled in limited-income tariffs, or other available tariffs as of that most recent quarter;
 - d. Cumulative number of customers receiving assistance through the Low-Income Home Energy Assistance Program of that most recent quarter;
 - e. Number of customers notified of energy efficiency and weatherization options during that most recent quarter.

UNDER R14-2-311

Page 30, INSERT new subsection B

“Termination of Service Reporting Requirements”

Each regulated Class A, B, and C gas utility shall file, as a Compliance item in this docket, a quarterly report, which shall provide the following information for each month of the previous quarter:

- (i) The number of residential customers that were disconnected by zip code;
- (ii) The number of residential customers by zip code that have arrearages;
- (iii) The total dollar amount of arrearages, by zip code;
- (iv) The average amount in arrearages per residential customer, by residential customer class;
- (v) The number of commercial customers that were disconnected by zip code;

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- (vi) The number of commercial customers by zip code that have arrearages;
- (vii) The average amount in arrearages per commercial customer, by commercial class;
- (viii) The number of residential accounts enrolled in a Deferred Payment Arrangement and the number of those residential accounts in compliance with the DPA;
- (ix) The number of active and delinquent residential customers with an arrearage of \$100 or more, disaggregated into “limited-income customers” and “other residential customers;”
- (x) The percentage of limited-income customers in arrears who have received customer assistance in the most recent quarter;
- (xi) The number of active, delinquent residential accounts with an arrearage of \$100 or more, disaggregated into “other residential” accounts and “limited-income” accounts and further disaggregated to show the duration of the arrearages (up to 30 days, 30 to 60 days, and 60 to 90 days);
- (xii) A brief narrative discussing the information contained in the report; and
- (xiii) A description as to how the utility is assisting customers who indicate they may have an inability to pay. Include details regarding the specific steps taken to direct the customers to appropriate resources. Include the following metrics:
 - a. Number of calls received from residential customers asking for bill assistance during the most recent quarter;
 - b. Number of customers notified about limited-income tariffs, or other available special tariffs as of that most recent quarter;
 - c. Cumulative number of customers enrolled in limited-income tariffs, or other available special tariffs as of that most recent quarter;
 - d. Cumulative number of customers receiving assistance through the Low-Income Home Energy Assistance Program as of that most recent quarter;
 - e. Number of customers notified of energy efficiency and weatherization options during that most recent quarter.

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